

FIRE COMMUNICATIONS SUPERVISOR

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a responsible supervisory and technical position in the support services of fire department operations, with responsibility for planning, maintaining and operating the fire department communication facilities and services. This position develops and maintains standard operating procedures for the Fire Communication Division. The incumbent directly supervises and evaluates the work performance of all subordinates assigned to the Fire Communications Division. The employee of this class has the authority to work independently in most areas, and performs duties with only general instructions. This class reports to and has work reviewed by the Fire Chief.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Supervises subordinate communications personnel in the performance of all dispatching functions of the fire communications center. Inspects appearance of equipment and personnel and evaluates work performance. Provides technical assistance to subordinates when needed. Counsels employees who are experiencing work problems and strives to resolve employee complaints and grievances. Handles complaints from the public. Maintains discipline among employees of the department by conducting corrective interviews.

Plans, organizes and directs the activities of the Fire Communications Division with respect to personnel. Sets goals and objectives for the division. Handles complaints from the public concerning problems in the dispatching division. Holds meetings with subordinate employees for the purpose of disseminating information. Reviews incoming written communications, routing work to the appropriate person or location.

Supervises subordinate personnel who answer emergency and non-emergency telephone calls, making sure that the correct procedures are followed in the processing of information. Directs the dispatching of apparatus and personnel, as well as the notification of any special or emergency situations. Supervises the sounding of fire alarms in all stations using alarm bells or buzzers. Oversees subordinates receiving and transmitting messages to and from emergency scenes and to and from related department personnel. Makes sure that reserve companies are sent as back-up for stations from which all equipment is gone.

Sees that all employees receive necessary training by personally conducting formal and informal training. Provides on-the-job instruction in the operation of communications equipment and related areas. Prepares material for use in training.

Insures that accurate records of the department activity are maintained. Supervises the preparation and maintenance of division records and reports by reviewing records completed by subordinates and periodically inspecting systems and facilities for maintaining such. Personally completes forms and records as required.

Supervises the testing of communications equipment. Provides for the repair of any malfunctioning communications equipment and sees that repairs are completed properly.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for admission to the test.

Must submit a completed application to the St. Bernard Fire Civil Service Board secretary.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must possess a valid driver's license.

Must have a minimum of five (5) years of experience in emergency dispatching from an Emergency Services Agency.

Must have the following certifications:

- Hazardous Materials Awareness
- Telecommunicator I or APCO Public Safety Telecommunicator

Must have the following certifications prior to completion of working test period:

- Telecommunicator II or APCO Communications Center Supervisor
- Fire Service Instructor I

Must have and maintain certification to be nationally registered as an Emergency Medical Responder (EMR) or higher prior to completion of working test period.